

# Broadening the Reference Interview: Teaching E-Resource Troubleshooting to Front Line Staff

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THE UNIVERSITY *of* NORTH CAROLINA  
**GREENSBORO**


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University Libraries



## The Problem



to eresources 

A-Z doesn't think we have Museum helveticum, but the catalog knows that we do.



Hi,

A patron called who was unable to connect to the Springer Link database for the last two days on multiple browsers and I didn't have any luck connecting, either.

<https://library.uncg.edu/dbs/auth/go.asp?vdbID=428>

...

4 older messages



**Electronic Resources**

You are correct. We do not have access to ... 1/8/16

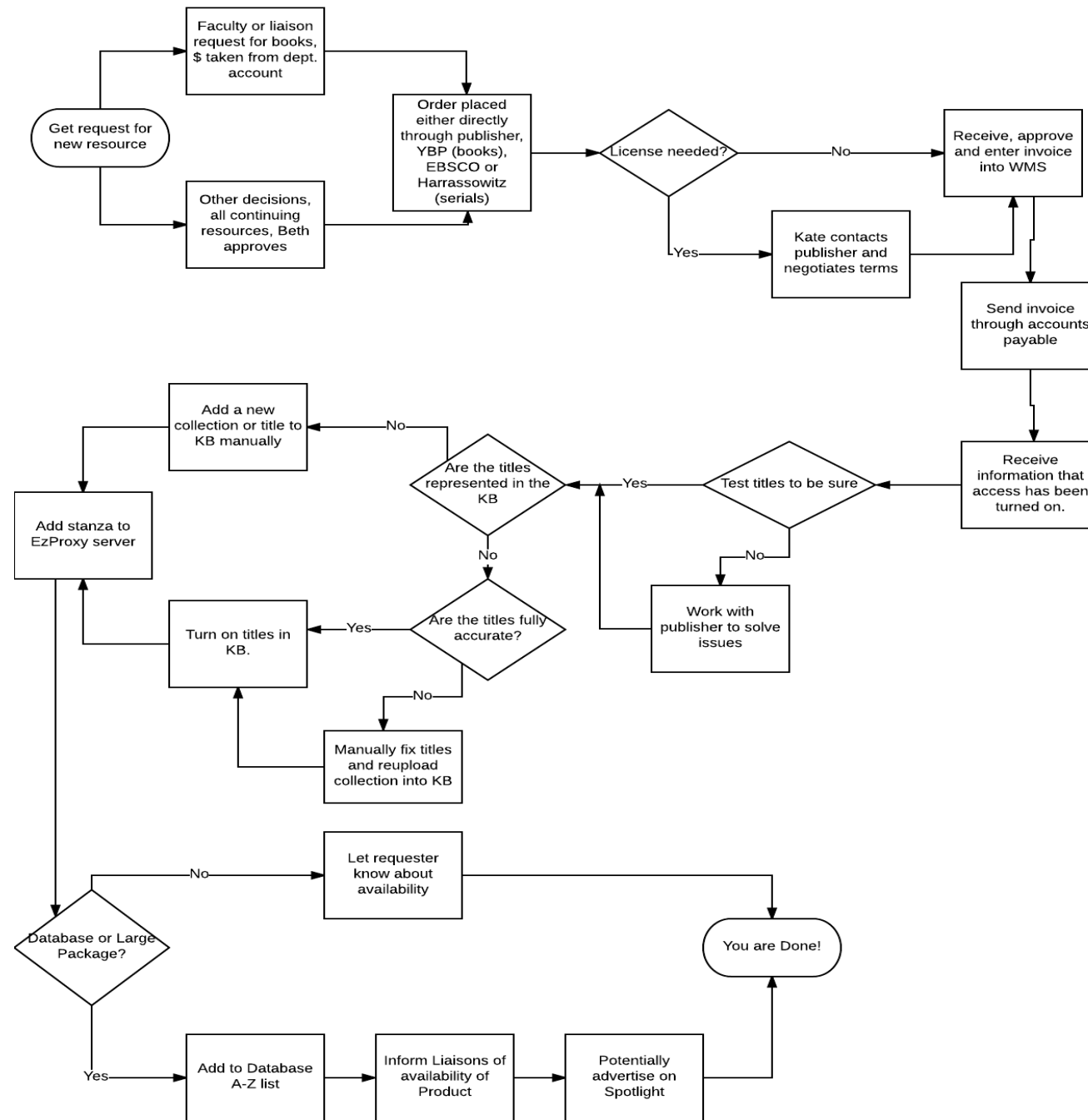


1/8/16



to me ▾

Right. :) But is there any reason that our database link isn't working?





# Ulterior Motives



[dailyotter.org/2011/08/14/plotting-otter-plots/](http://dailyotter.org/2011/08/14/plotting-otter-plots/)





The plan: Let's do a  
workshop!





# E-Resources Troubleshooting Pre Assessment

Please answer the following questions before Friday, March 4th. They will help me make sure that the workshop

How comfortable are you with diagnosing the cause of an electronic resource access problem?

	1	2	3	
Not comfortable at all	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very comfortable

How comfortable are you with explaining an access issue clearly to a patron?

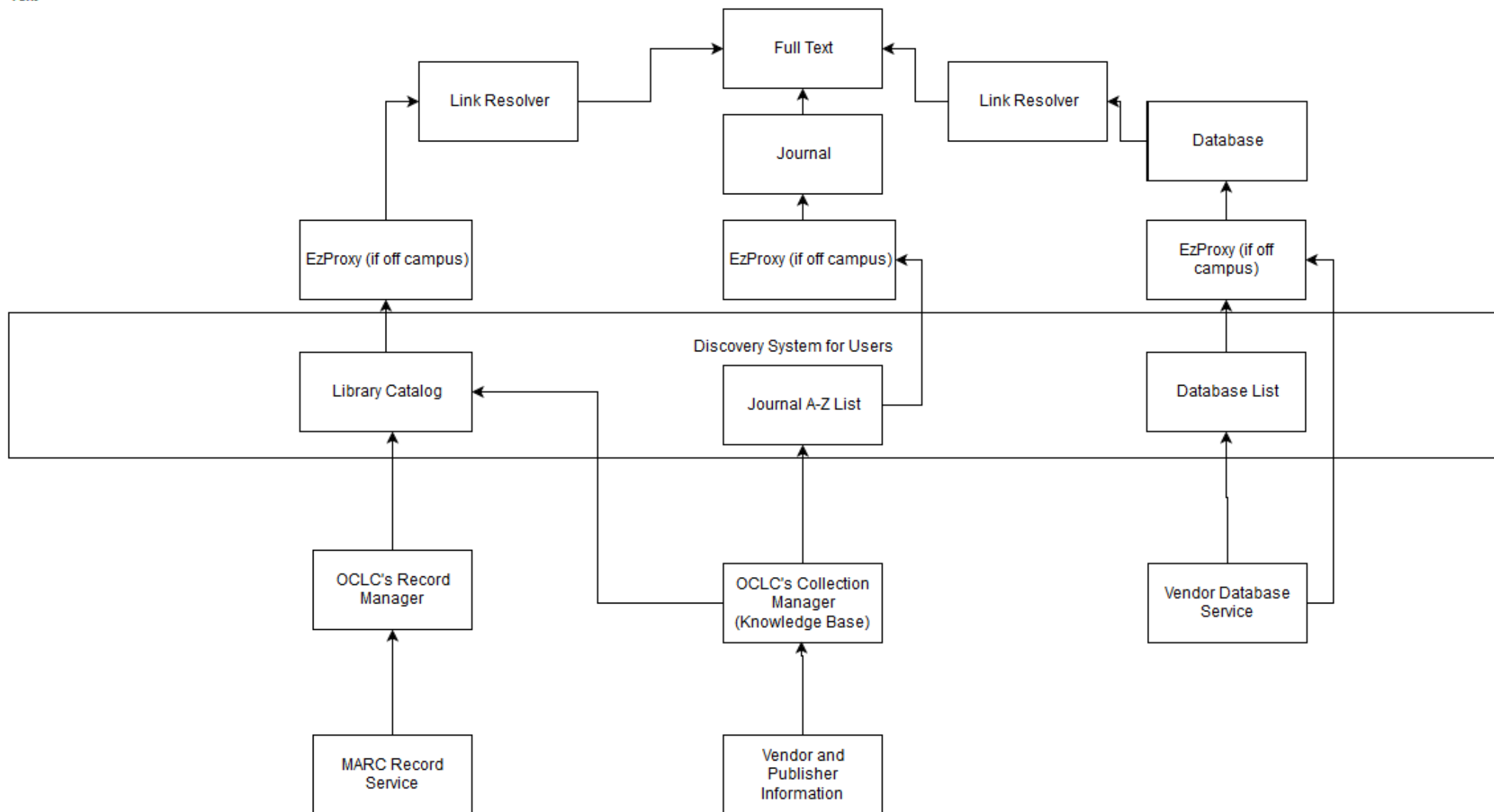
	1	2	3	
Not comfortable at all	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very comfortable

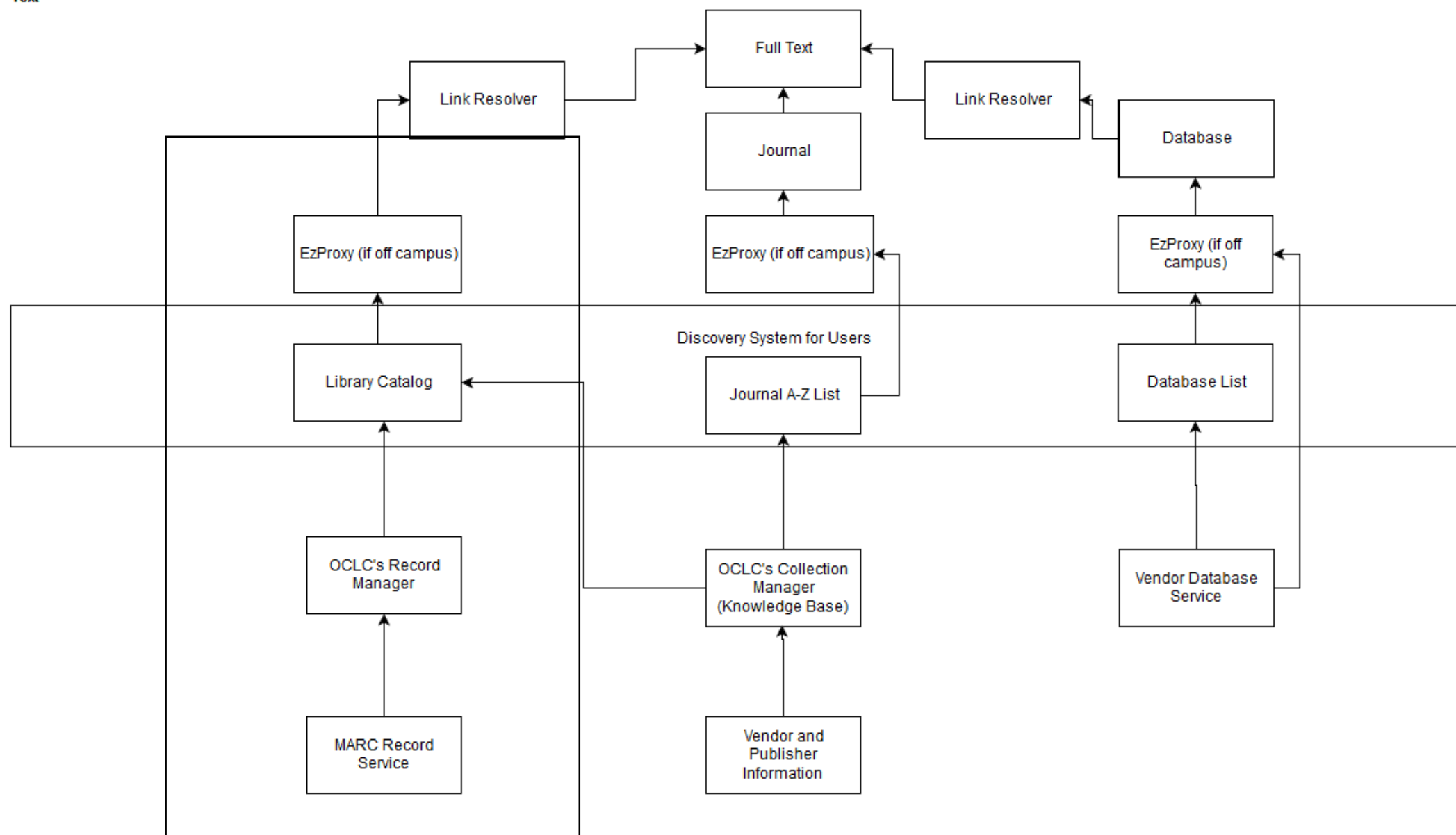
How knowledgeable are you about the back-end systems that control access (OCLC knowledgebase and catalog, VDBS, EzProxy, etc.)?

1	2	3
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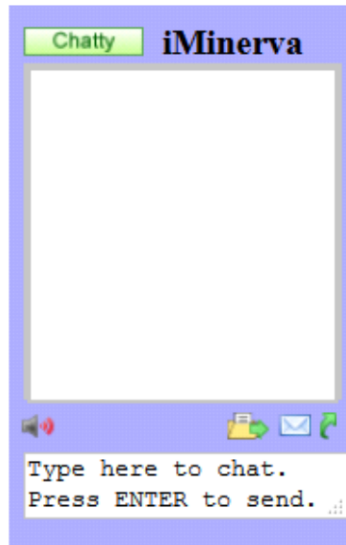


Text





# Communication!




Are you trying to access this resource from on or off campus?

Can you tell me where you are when you are trying to access this resource (for example, google, our databases page, our journal A-Z list, the catalog). Could you maybe send me a link?



What error message are you seeing when you try and access this resource?





[erhelp@uncg.edu](mailto:erhelp@uncg.edu) (Your Best Referral!)

- Provide:
  - Name and contact info of the patron
  - Name of resource and what access method they were using to get to the resource (Journal A-Z? Database? Google Scholar? The Catalog?)
  - Error message received (if any)
  - Description of any methods you used to do initial troubleshooting.



## A Chat comes through...

- Hello, I am trying to access an article in the International Journal of Nursing Education Scholarship, and the library website says we have access, but when I click on the link to the article there is only an option to purchase the article or sign in with a username or password. Please advise.



# Lessons Learned





More group  
work





Drawing by Sam Garton.

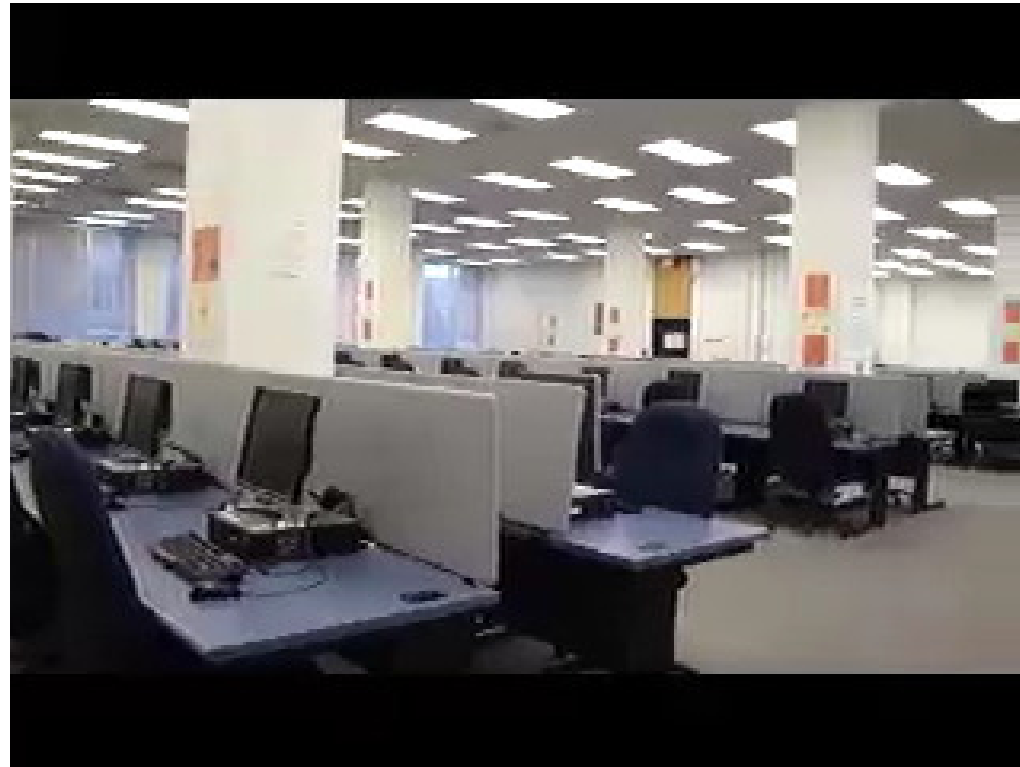


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This time with  
librarians!

Illustration by Kit Chase  
“Bookish Otter”

Actual computer lab!





More group  
work





Illustration by Sam  
Garton



# Positives

I really like the explanation of how things are handled on the backside.

the flow chart of sorts on how to diagnose technical issues was great!



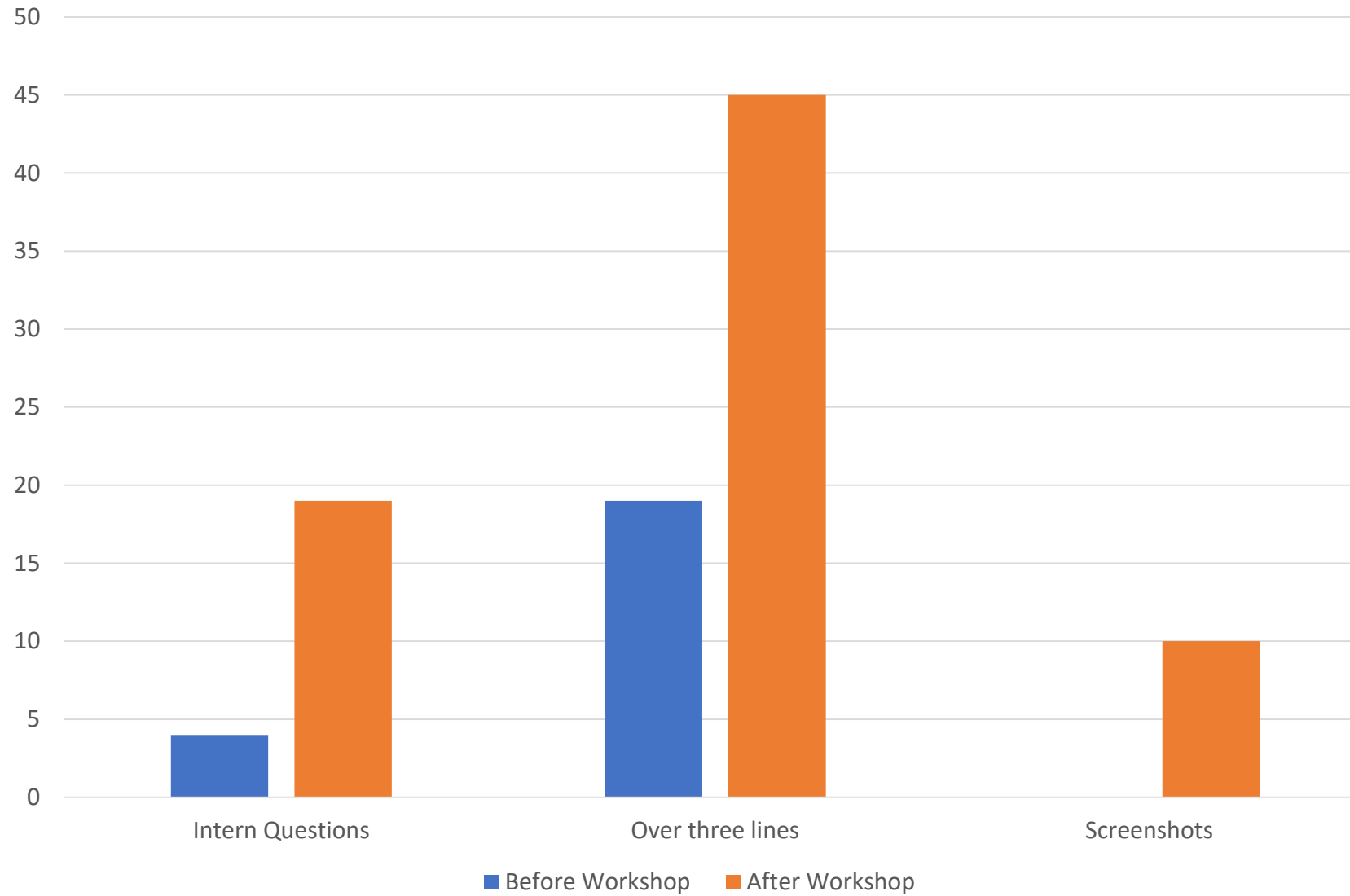
# Negatives

spending more time on the flowchart(especially the bottom boxes) for clarity with solid examples would have helped clarity.

More time for the practical side of training as it was helpful but my partner was not able to give it a go because of time constraints



# Improvement in erhelp emails





# Next Steps



Photography by  
Jack Clegg for the  
BBC